Secure Messaging Instructions

Access the Website:

1. Open an Internet browser (such as Internet Explorer or Netscape.)
2. In the address window type: **eme.ssa.gov**

   Or

   Click on this link: http://eme.ssa.gov
3. Once you have this page up, click on "Favorites".
   - Select "Add to Favorites".
   - In the name field, type **Electronic Records Express**
   - Click "OK".
4. Enter your Username.
5. Enter the password given to you by phone.

Change Your Password:

If this is the first time you are logging on, you will be required to change your password.

1. Enter the password we gave you in the old password field.
2. Enter a new password that is at least 7 characters long and includes both letters and numbers.
3. Enter the new password again into the Confirm New Password field.

Check Your Messages:

1. Select "Secure Messaging" on the Electronic Records Express Home page.
2. Select the link for either "Home" or "Inbox" (The list of messages in your Inbox will then be displayed).
3. To view a message in the list, select the link in the "Subject" column. The message will display.
4. When finished reading the message, use the "Reply", "Reply to All", "Forward" to respond or "Delete" button to delete the message.
5. To view another message, select the "Back to Messages" button. Viewed messages remain in the Inbox until they are deleted automatically (after 30 days) or manually deleted.

Send a Message:

1. Select "Secure Messaging" ("Home" or "Inbox") on the Electronic Records Express Home page if you are not already on the Secure Messaging page.
2. Select the "Compose" link. The form for creating a new message will display.
3. Enter the destination recipient(s) in the "To:" and "Cc:" fields.

   To enter a To: or Cc: recipient most easily, select the "Show Address List" button. This will display the recipient pull-down list.

   Either scroll down the list to the name, or search for the name using the "Search Name" text box. As you type the name in the box, you advance to the corresponding location in the list.

When you see the name, highlight it and insert it in either the To: box or the Cc: box by selecting the “To:” or “Cc:” button on the search window.

Repeat this step until all desired destination recipients have been added.

4. Type in the Subject**,** and then select the level of Importance from the drop-down list.
5. Attach files as necessary using the “Browse” button.
6. Type any text message that needs to be included in the large text box.
7. Send the message by selecting the “Send” button. Or you can save an unfinished message for later by selecting the “Save” button.
8. A copy of the message will be saved in the Sent folder. It will be deleted from the Sent folder in 30 days unless manually deleted beforehand.

<u>View Quarantined Messages:</u>

Quarantined messages are messages the user attempted to upload with an attachment in which the website virus scan found a suspected virus. Quarantined messages are blocked from transmission and the suspected file is deleted. In addition to the benefit of knowing about the suspected file, users need to know that the message has been blocked.

1. Select “Secure Messaging**”** on the Electronic Records Express Home page if you are not already at the Secure Messaging page.
2. Select the “Quarantined**”** link. The list of quarantined messages will be displayed.
3. View the quarantined message:

   Select the link in the Subject column. The message will display.

   The infected file (which has been deleted) will be flagged with the word “INFECTED”.

   Any clean files from the original message will still be attached.
4. Take action on the message:

   To delete the message, select the “Delete” button.

   To resend the file, click “Edit”. Make necessary changes such as attaching a replacement file and/or modifying text in the text box.

<u>Update User Information:</u>

Your user profile information that we currently have in our records can be modified via the User Information box on the Electronic Records Express Website Homepage. If our records are incorrect, change your profile information by performing the following steps:

1. Select the ‘Change’ link within the User Information box.
2. Enter your new profile information within appropriate field.
3. Select the ‘Submit’ button to forward the change.
4. A Confirmation Email will be sent to your new profile information once the change is processed.

NOTE: Only the lead contact can change the profile information for an organizational shared user account.